Treasury Offset Program

Client Agency Software
User Guide

Software Release 2.05c

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What is TOP?

The Treasury Offset Program (TOP) is a governmentwide debt matching and payment offset system developed by the U.S. Treasury Department's Financial Management Service (FMS). Taking advantage of FMS's centralized disbursement process, TOP works by matching a database of delinquent debts (the National Interactive Delinquent Debtor Database, or NID^3) owed to various Government agencies against payments being made by the Government. When a delinquent debtor record is matched to a payment being issued, the payment is intercepted and offset by all or part of the debt.

How to Use This Guide

The aim of this User Guide is to ensure you have the information you need to perform all TOP operations that are available to you when using the TOP client agency software. Depending upon your security classification, these may include adding, querying, deleting, and updating delinquent debtor information; correcting errors; and printing reports.

The Guide features locator headings and a wide left margin for your notes. Like TOP's On-Line Help, the Guide is organized by Main Menu selection. It includes all key screens, along with step-by-step instructions for providing key field information. In the appendices, you'll find a glossary and an explanatory chart of TOP error messages.

TOP'S Legal Authority

Authority for administering TOP is generally provided under the following legislation:

- Debt Collection Improvement Act of 1996
- Deficit Reduction Act of 1984
- Debt Collection Act of 1982, as amended
- Federal Claims Collection Act of 1966

What You'll Need to Run TOP

For TOP to work on a PC, the computer must meet the following configuration as the *minimum* for running the program:

- 486SX PC processor
- 16 Megabytes of RAM
- 32 to 40 Megabytes of free space on the hard drive (depending on your specific PC configuration)
- MS-DOS version 5.0
- Microsoft Windows, version 3.1
- Modem with 14.4 or 28.8 Kbps transmission speed
- Communications Software - Internet Chameleon (for dial-in access)

Remember that this is only the minimum recommended configuration, and the PC's performance may be improved by using a higher performance configuration.

How TOP Works

TOP uses a centralized database of delinquent debts to match against payments being made by the Government. Agencies that have referred delinquent, uncollected debts to TOP for offset or debtor locator information are called *creditor agencies*. Creditor agencies can enter delinquent debtor records into the TOP database by using the on-line TOP Windows interface or by providing a batch file of debt information. Creditor agencies can access the TOP database on any business day to add, update, or delete delinquent debtor information. Delinquent debtor records remain active until the balance due is reduced to zero, the agency closes the debt, or the debt's statute of limitations expires.

During the daily payment process, Regional Finance Centers (RFCs) access the TOP database and run a program to compare each delinquent debtor's taxpayer identification number (TIN) and name against the TIN and name in the Federal agency payment file. The debtor name control is the first four letters of an individual's last name and the first four significant letters of a business name. When a match on both TIN and name is found between a delinquent debt record and a payment record, the payment is intercepted for offset. The offset funds are transferred to the creditor agency, and any remaining funds are returned to the normal payment stream. The delinquent debtor (the payee) is notified by mail of the offset action, and the creditor and payment agencies are notified through TOP's automated

reporting system. If a match occurs but no payment is offset, debtor locator information is provided by TOP to the creditor agency. A high-level depiction of the various TOP components, and their interrelationships, is shown in Figure 1-1.
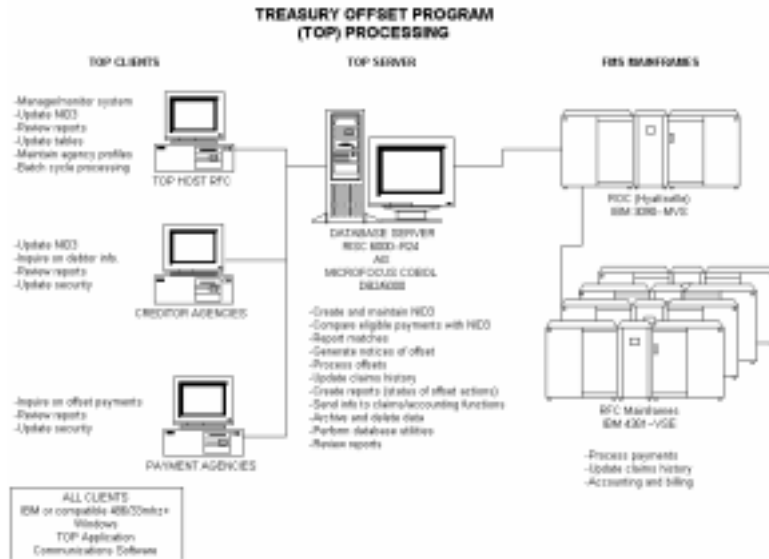

Figure 1-1

The TOP system links the NID^3 to remote sites across the country. Due to its interactive design, records in the NID^3 may be changed and updated daily. *The information entered and the changes made by TOP client agency software users are recorded instantly* and are immediately visible to anyone with access privileges for viewing that record.

Ensuring that the information in the NID^3 is secure from unauthorized access is an important element of TOP's security design. For instance, one Government agency cannot access or view another agency's debtor/payee data, even though the individual listed as a debtor may be the same debtor and payee on both agencies' records.

The offset notice sent to the debtor/payee by Treasury/FMS provides another example of TOP security. The notice gives the debtor a *creditor agency* contact name and phone number to call for information about the offset. And, although the payment agency and the RFC that disburses the payment will know which creditor agency initiated the

offset, the creditor agency will *not* know from which payment agency the funds were offset.

TOP's design incorporates numerous safeguards against erroneous offsets:

- The TIN in the debtor record must match the TIN in the payment record.
- The debtor record name control must match the payment/payee name.
- An address must be available from the payment record or the debtor record.
- The debt must be active for an offset to occur.
- For any given payment, the offset amount cannot exceed the maximum allowable percentage stipulated for that payment type.
- The oldest debts are given priority for collection, subject to the order of collection priority by type of debt.

Even if no offset occurs after a debt match is found, information about the payment that this debtor is receiving is recorded and is available to the creditor agency for debtor locator purposes.

If You Need Help...

A TOP Help Desk has been established at FMS to assist participating agencies with technical and operational questions. For assistance you may call the TOP Help Desk at the number assigned to your agency.

Please be sure to write down an exact description of your problem, along with any error codes or messages you receive before you call. This will help the technicians understand and solve your problem effectively.

Reminder: This User Guide provides information only about the Microsoft Windows functions that are necessary to operate the TOP system. This is not intended to serve as a substitute for Microsoft Windows training and should not be used as such. For detailed information on your Microsoft Windows system, refer to the *Microsoft® Windows™ 3.1 User's Guide* published by the Microsoft Corporation.

How to Navigate in TOP

TOP has been designed to be easy to use, with many of the same features found in most Windows applications. Take a moment to familiarize yourself with them.

The primary navigational tool for TOP is the mouse. Use standard "point and click" mouse techniques to:
- Make selections from menus and open windows (by double clicking);
- Determine the use of a button (by positioning the cursor on it);
- Move to active fields for data entry;
- Resize windows (from any edge);
- Minimize/Maximize windows (using corner arrows);
- And, close windows (using the upper left pull-down box).

Notice as you work that the cursor takes on several shapes:
- A flashing line for data entry;
- An arrow during menu or field selection;
- An hourglass while the system is processing entries;
- And, a double arrow at the edge of screens for resizing.

Entering data is as simple as typing, with one very important exception. The ENTER key is *not* the same as a carriage return. TOP will interpret ENTER as a signal to transmit the data. **If you simply want to move to the next field, press TAB or use the mouse.**

TOP will provide you with message boxes to ensure that you have entered information correctly, as well as reminders to save your work before exiting.

Pull-Down Menu Definitions

The TOP interface provides convenient pull-down menus on each screen. The selections on some of the pull-down menus will vary depending on which screen is being displayed. The following paragraphs explain the primary functions available on most screens. Some of the functions available in the pull-down menus are also available from the button bars. The button bars are located in the small row below the pull-down menus and above the TOP screen.

File

The File pull-down menu allows selecting any one of several basic functions, such as Close, Save, Print, Printer Setup, and Exit. The *Close* command closes the screen that is currently displayed. The *Save* command records the information you have entered so that it is not lost when you exit the system. The *Print* command is used to print the screen or an available report, and *Printer Setup* is used to select the printer and driver that is being used with your workstation. The *Exit* command is used to quit the system.

Records

The Records pull-down menu will display a selection of options similar to the buttons on the TOP main menu screen. This pull-down menu provides a convenient way to navigate quickly through TOP without having to backtrack to the main menu to make selections.

Matches

This pull-down menu is used in combination with the debtor detail screens. This option allows you to access, add, or update debtor alias information, which is discussed in Chapter 5.

Window

As in most Windows applications, this menu allows the user to arrange the screen display layouts and switch between views of different screens.

Help

This menu is used to launch the On-Line Help program. The menu options allow the user to view the help file in different ways or perform searches for help on particular information. Press the Shift and F1 keys from anywhere in TOP to display the Help file.

Button Bar Definitions

The button bar is the small row of buttons that are displayed below the pull-down menus and above the TOP screens. A sample is shown in Figure 2-1. Many of these buttons are used to perform the same functions that are listed under the pull-down menus, but they provide faster access to those functions. Other buttons provide functions that are unique to the screen being displayed at the time.

Figure 2-1

The arrangement and selection of buttons on the button bar may vary depending on which screen is being displayed. To customize the arrangement of buttons on your copy of TOP, press the right mouse button while the cursor is over the button bar. A small menu will appear that enables you to move the button bar to a new position on your screen.

Remember: When you position the cursor over any one of the buttons, a small dialog box will appear that explains that button's function.

The TOP Sign-on Screen

Launch the TOP client agency software by double clicking on the TOP icon in Windows. You will see the TOP Sign-on screen.
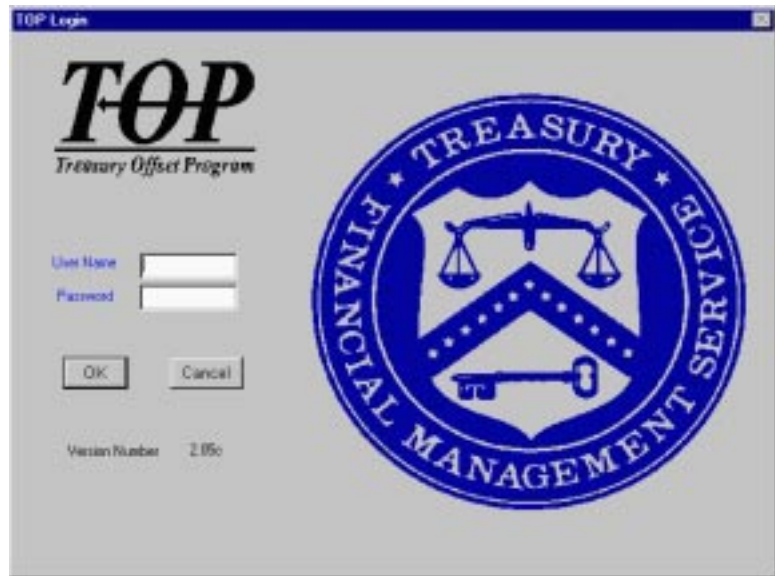

Figure 2-2

If you do not have an authorized user ID and password, contact your supervisor and request the appropriate forms which must be completed for each user requesting access to the TOP system. Refer to the User Security section of this guide for further information on TOP's security features. (Section 4)

Enter your user ID into the appropriate field. Move to the password field by either clicking in that space with the mouse or by pressing the tab key. **Do not press the Enter key until both fields have been completed; otherwise, you will not be permitted access.**

Note: The user ID is not case sensitive, but the password is. Always be careful to use the same combination of upper and lower cases.

Once you have entered your user ID and password, press the Enter key or click on the OK button with the mouse.

The TOP Main Menu Screen

You will see the TOP Main Menu screen, Figure 2-3.

The TOP Main Menu screen shows the basic types of operations that are available. Note the *pull-down menus* described earlier are available across the top of the screen.

Here is a brief explanation of the *button selections* available from this screen. For detailed instructions on each of these selections, please turn to the corresponding chapter in this Guide.

Agency Profile
This option displays information about an agency's guidelines for participating in TOP. Information in this category is very important, because it specifies agency rules for participating in TOP, such as the types of payments that may be offset, the maximum percentage that a payment may be offset, types of debts to be collected through TOP, and points of contact at the agency.

User Security
This option displays the screen for viewing, adding, updating, or deleting an individual's security profile.

Debtor Database
This option retrieves a portion of the debtor database. Up to 75 debtor records can be displayed per search, and the information shown includes the debtor's first and last name, TIN, agency debt number, and other information.

Debtor Detail

This option displays detailed information about a specific debt in the debtor database. This screen is used to perform many basic TOP functions, such as querying, adding, deleting, and updating a debtor record.

Batch Control History

This option displays a listing of the batch debt maintenance files that have been provided for processing. It shows important information about each file, such as the media type, control number, whether it was processed, and an indication of any errors found.

Batch Control Detail

This option displays detailed information about a particular debt maintenance file. It can be used to view information about an existing tape or transmission, or it can be used to enter information about a newly created tape or transmission.

Error Suspense

This option displays the errors that occurred when a debt file was loaded. Any errors will be reflected in the error reason codes field on the Batch Control History screen. The error suspense detail screens display detailed information about a particular debt file.

Reports

This option generates TOP reports. Use the menu options on the reports screen's data fields to view, print, or save the report.

Exit

This option quits the TOP application.

TOP Timeouts

The TOP databases contain sensitive, confidential information from many different Government agencies which must be safeguarded from unauthorized access. If no keyboard or mouse movements are made within any 15-minute period while you are logged on to TOP, the system will automatically "time out" and log you off the system. This is a security feature to ensure that no one accesses the TOP system via an unattended workstation.

Reminder: Be sure to log out of the TOP system whenever you will be away from your workstation. If you

are logged out by the system before you have saved your data, *the work you have entered will be lost.* As you enter information into TOP, make sure that you save your data frequently to avoid any loss of data if you are automatically logged off or if the system is suddenly shut down for any reason.

The Agency Profile Screen

The Agency Profile screen is used to display and/or change information about an agency. The agency profile information is a primary control for the TOP process which defines the participating agency's rules for offset processing. Access to this screen is defined as follows:

Security Classification	Access Type
Security Administrator	No Access
Creditor Manager	View
Creditor Staff	View
Creditor View	View
Payment Staff	View
TOP Administrator	View, Add, Update, and Delete
TOP Staff	View

Select Agency Profile from the TOP Main Menu screen. As shown in Figure 3-1, this screen is divided into two main areas: the agency profile data fields and the folder tabs.

Figure 3-1

The folder tabs along the bottom part of the screen show detailed information based on the agency's profile. The top fields on the screen are used to find a profile for an agency that is already recorded on TOP.

To Search for a Participating Agency

Field	Entry/Action
Search Method--if identifying data is not known	Click on Agency ID, Payment ALC (Agency Location Code), Creditor ALC, or Agency Name
Search Method--if identifying data is known	Key in one of the above identifiers in the Search field.
Click on Search.	

TOP will then display the profile information for that agency.

The fields just below the search field are used to distinguish between an agency's various sites. The phrase "Record X of X" indicates how many more location records are available for the participating agency. Use the scroll arrows next to the agency address fields to move from one agency site's profile to the next.

TOP security is typically designed so that an agency's parent site, as indicated by the number 0 in the Agency Site ID field, is given broad access to the agency's debt and/or payment information. Other agency sites, however, are likely to have restricted access based upon their specific operational responsibilities.

Once you have located the proper agency site, you can click on the file folder tabs at the bottom of the screen to display additional detailed information about that agency's participation in TOP.

How to Add a Participating Agency

When the agency profile screen is displayed as shown in Figure 3-2, the TOP administrator has the security access to click on the Add Agency button to add an agency. The agency fields will then become active, as indicated by the white background on these fields, so that data can be entered. TOP assigns a "zero" site number to the first entry, which defines the first entered site as the parent site for that agency. *Therefore, when adding an agency to TOP, enter the parent site before any other sites are recorded.*

Figure 3-2

In keeping with the security access concepts behind TOP, you should assign the broadest access to agency debt and/or payment information only to the parent site. Then, tailor access to the other sites based on their specific operational responsibilities.

To Add an Agency

Field	Entry/Action
TAB between fields	
Agency ID	8 character maximum; must fill.
Site ID	0 for parent; subsequent site IDS are system filled.
Payment ALC	8 character maximum; must fill.
Creditor ALC	8 character maximum; must fill.
Parent Agency	System fills.
Site Name	35 character maximum; must fill.
Address 1	35 character maximum; must fill.
Address 2	35 character maximum; optional.
Address 3	35 character maximum; optional.
City	25 character maximum; must fill.
State	Select from pull down box.
Zip	9 character maximum; must fill.

Enter the agency's profile information into the above fields and then complete the additional fields on the folder tabs below, as appropriate. Some information such as the name and phone number of a debtor contact must be recorded before TOP will accept the new agency profile. "Must fills" are noted on the individual tab instructions that follow.

After you have entered all of the information for the agency's parent site, save the information by clicking on the save button on the button bar (the icon of a floppy disk). Once the data is saved, you can enter additional agency sites by clicking on the Add Site button. Remember that you cannot enter additional agency sites until you have saved the parent site information. Add new agency sites by following the same procedures as above.

The Creditor Agency Tab

An agency that has referred delinquent, uncollected debts to TOP for offset or debtor locator information is called a creditor agency. On the bottom of the Agency Profile screen, click on the folder tab marked Creditor Agency to display the creditor information for the agency listed on the top half of the screen. See Figure 3-3 for a sample.

Figure 3-3

To Update the Creditor Agency Tab

Field	Entry/Action
Tab between fields.	
MOU	Memorandum of Understanding; 12 character maximum; Treasury use only.
Phone	10 character maximum; must fill.
Contact	Agency's TOP representative; 35 character maximum; must fill.
Full Match	Leave blank for debtor locator information only; X for full offset participation.
Participation	X for full offset participation.
Input Media	For batch processing; select one: None, Tape, EFT (electronic file transfer), Disk, Tape/EFT
Output Media	For batch processing; select one: None, Tape, EFT
Begin Date	Date to begin participation; MM/DD/YY format; must fill.
End Date	MM/DD/YY format; Treasury use only.

Note: It is important that the Begin Date field is verified before offsets are done, because some agencies may have a profile recorded on TOP in advance of completing the administrative requirements necessary to participate.

The Payment Agency Tab

An agency providing payment files/information to TOP for comparison against the delinquent debtor database (NID[3]) is called a payment agency. Select the Payment Agency folder tab to display the screen shown in Figure 3-4.

Figure 3-4

To Update the Payment Agency Tab

Field	Entry/Action
Tab between fields.	
MOU	Memorandum of Understanding; 12 character maximum; Treasury use only.
Phone	10 character maximum; must fill.
Contact	Agency's TOP contact for questions or information regarding the authority to process payments; 35 character maximum; must fill.
Participates	X for active participation.
Begin Date	Date to begin participation; MM/DD/YY format; must fill.
End Date	MM/DD/YY format; Treasury use only.

Note: As with the Creditor Agency tab, it is critical to verify the Begin Date field before initiating offsets. An agency may have a profile recorded on TOP prior to beginning to participate.

The Payment Types Tab

Select the Payment Types folder tab to display the screen shown in Figure 3-5.

Figure 3-5

To Update the Payment Types Tab

Field	Entry/Action
Tab between fields.	
Payment Types	Select from pull-down menu choices; must fill. For a new payment type, click on NEW. To delete a payment type, highlight and click on DELETE.
Max Offset %	5 decimal maximum before decimal point; use arrows to increase or decrease percentage; must fill.
Last Modified By	System calculates.
Last Modified On	System calculates.

Note: The default value for the Maximum Offset % field is 100 percent. However, certain payments that may be the debtor's only source of income are likely to be limited to partial offsets.

The Debt Types Tab

Select the Debt Types folder tab to display the screen shown in Figure 3-6.

To Update the Debt Types Tab

Field	Entry/Action
Tab between fields.	
Debt Types	Select from pull-down menu choices; must fill. For a new debt type, click on NEW. To delete a debt type, highlight and click on DELETE.
Expiration	Select from pull-down menu choices; must fill.
Priority	Use the number assigned to the debt type by the U.S. Treasury.
Last Modified By	System calculates.
Last Modified On	System calculates.

The Debtor Contacts Tab

The Debtor Contacts screen provides information about the agency representative(s) to whom the debtor should be referred for information. The information that is shown on the Debtor Contacts screen is also used to print the TOP Notice of Offset letter to inform debtors of the offset action. Select the Debtor Contacts folder tab to display the screen shown in Figure 3-7.

Figure 3-7

To Update the Debtor Contacts Tab

Field	Entry/Action
Tab between fields.	
Contact	35 character maximum; must fill.
Phone (1)	10 character maximum; must fill.
Phone method 2	9 character maximum; must fill.
State	2 character maximum; must fill.
Phone (2)	10 character maximum; must fill.
Phone method 3	9 character maximum; must fill.
Phone (3)	10 character maximum; must fill.
Agency ID	System generated.
Agency Site ID	System generated.

To enter more than one Debtor Contact per agency site, use the Local Contact button. Click on the button to see the Local Contact screen, Figure 3-8.

Figure 3-8

To Update the Local Contact Screen

Field	Entry/Action
Local Code	3 character maximum; must fill
Agency Name	35 character maximum; must fill.
Address 1	35 character maximum; must fill.
Address 2	35 character maximum; optional.
Address 3	35 character maximum; optional.
Telephone Information	10 character maximum; use to indicate phone number restrictions, such as "within the State of..."
Telephone Number	14 character maximum; must fill.
Indicator	Select Toll Free or Collect from pull-down menu.
Scroll Arrows	Use to move between existing local contacts for agency site.
New	Select to get a blank input screen.
Delete	Select to remove a current entry.
Close	Select to return to the Debtor Contacts tab.

Reminder: Keep in mind that the information processed by TOP is confidential in nature. Data that is available to you on this system may not be available to users at other sites or in other Government agencies. Likewise, you may not be allowed access to certain records or databases on this system. Your security profile will determine which screens you may access. Throughout the TOP system, *buttons or fields will be grayed out or not displayed if you do not have authorized access* to those functions.

The User Security Screen

The User Security screen is used to review or change the security privileges for a TOP user ID or group of IDs. Access to the User Security screen is defined as follows:

Security Classification	Access Type
Security Administrator	View, Update, Add, Delete
Creditor Manager	No Access
Creditor Staff	No Access
Creditor View	No Access
Payment Staff	No Access
TOP Administrator	View, Update, Add, Delete
TOP Staff	View

Select the User Security button from the TOP Main Menu screen to display the User Security screen, Figure 4-1.

Figure 4-1

Use the following instructions to perform maintenance tasks on this screen.

To View or Update a User's Security Status

Field	Entry/Action
Agency	Agency Name (up to 35 characters; must fill).
Agency Site	Site Code (up to 8 characters; must fill).
User Name	Use the cursor to point to the user you want and CLICK.
User's Security Group	Use the cursor to pull-down options. CLICK on the one you want.
Security Group Chart	Application Entities are parts of TOP.

To Delete a User/User's Security Group

Field	Entry/Action
Agency	Agency Name (up to 35 characters; must fill).
User Name	Use the cursor to point to the user you want and CLICK.
User's Security Group	CLICK on the Delete button.

To Add a User
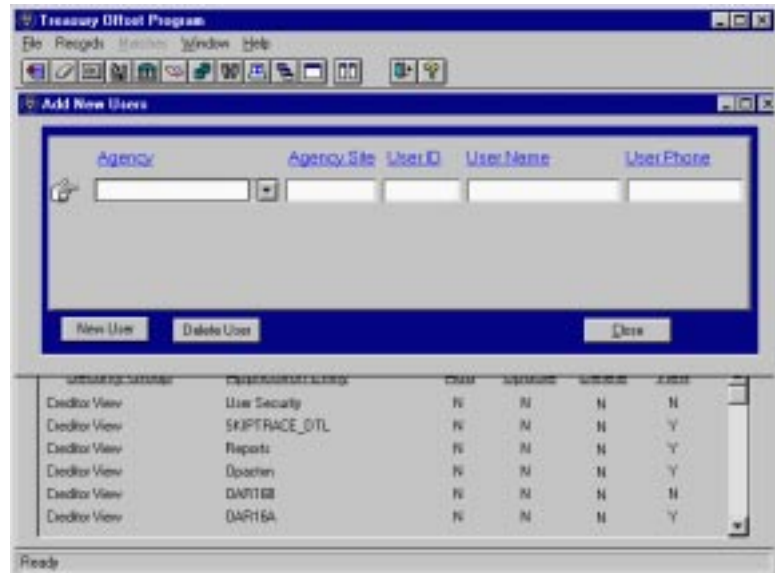
Figure 4-2

Field	Entry/Action
Agency	Select from pull down box.
Agency Site	Up to 8 characters; must fill.
User ID	Up to 8 character; first letter of first name and up to 7 letters of last name; must fill.
User Name	Up to 35 characters; must fill.
User Phone	Phone number (up to 10 characters).

Agency Security Considerations and Features

TOP's access to databases containing sensitive information from many different Government sources necessitates highly controlled access privileges. Each participating Governmental organization or agency has specific obligations to protect the integrity of the data and the privacy of the individuals whose records are contained in those databases.

To address this issue, TOP's security scheme differentiates between users at a parent site and users at remote sites. Typically, a TOP user at an agency's headquarters (parent site) will be given access privileges to most available fields, as appropriate. However, users at a remote site for that agency may have limited access.

Additionally, any individual user ID can be tailored to provide access to the specific functions that are needed for that person's job.

The Debtor Database Screen

The Debtor Database screen is used to display a list of delinquent debts from the NID[3]. Access to the fields on all debtor information screens is defined as follows:

Security Classification	Access Type
Security Administrators	No Access
Creditor Manager	View Access for the Debtor Database Add, Update, and Delete Access for the Debtor Detail and Debtor Alias Data
Creditor Staff	View Access for the Debtor Database Add and Update Access for the Debtor Detail and Debtor Alias Data
Creditor View	View Access for the Debtor Database View Access for the Debtor Detail and Debtor Alias Data
Payment Staff	No Access
TOP Administrator	View Access for the Debtor Database Add, Update, and Delete Access for the Debtor Detail and Debtor Alias Data
TOP Staff	View Access for the Debtor Database View Access for the Debtor Detail and Debtor Alias Data

Select the Debtor Database menu item from the TOP Main
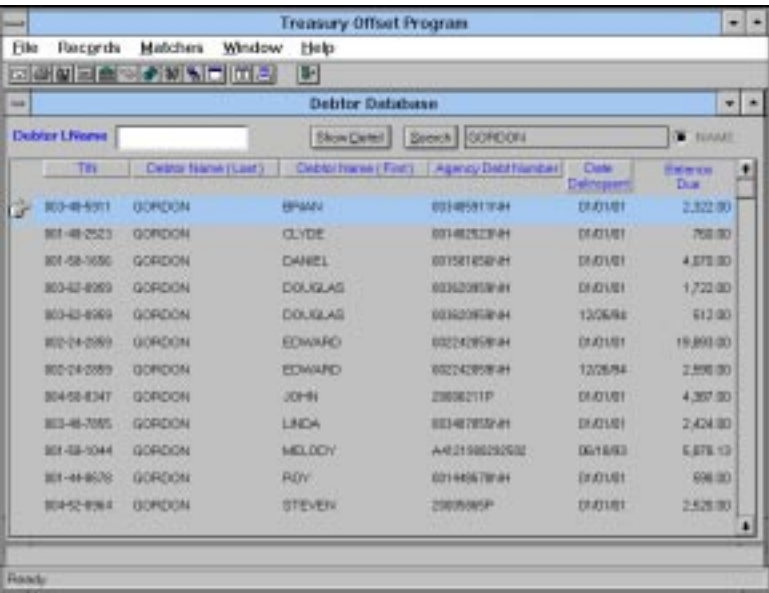Menu screen to display the Debtor Database screen, Figure 5-1.

Figure 5-1

When you reach this screen, you will immediately see a
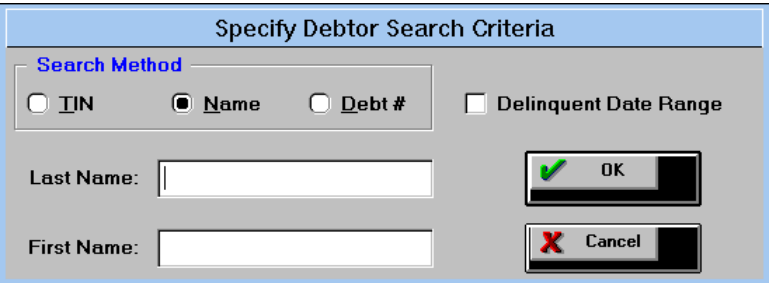Specify Debtor Search Criteria pop-up window, Figure 5-2.

Figure 5-2

To View a Portion of the Database

Field	Entry/Action
TAB between fields.	
Search Method	Click on TIN, Name, Debt #, or Delinquent Date Range.
TIN Fields	Enter the TIN.
Name fields	Last name, First name (Up to 35 characters each; the system will search for exact matches on characters specified. Use the Last Name field to search for the name of a business entity.)
Debt #	Enter the Debt #, a maximum of 18 characters.
Delinquent Date Range	MM/DD/YYYY format; use right and left arrows to show other months or enter date directly.

TOP will perform a search based on the parameters you have provided and will display a maximum of 75 debtor records in summary form.

How to Sort the Debtor Database Display

You can sort the debt record listings in a number of ways. Click on a column heading listed above the debt records to sort the records according to that criteria. For example, place the cursor over the column heading TIN and click once; the displayed listing will then be sorted by TIN. The Agency Debt Number column will sort the debts in ascending numerical order, beginning with the first digit, without regard to the number of digits. (i.e., a debt number of 296657 will be listed before a debt number of 540)

The Debtor Detail Screen

Double clicking on any single debt record or selecting the record and clicking on the Show Detail button will display the Debtor Detail screen for that delinquent debt.

You can also reach the Debtor Detail screen by selecting it from the TOP Main Menu. The Debtor Detail screen displays a variety of fields in a logical order of increasing amount of detail. See Figure 5-3 for a sample.

Figure 5-3

If you have come to this screen from the Debtor Database screen, then you will see detailed information about the debt you have selected.

To Find a Debt

Field	Entry/Action
TAB between fields.	
Search Method	Click on TIN, Name or Debt #.
Debtor Name	Last name, First name (Up to 35 characters each; the system will search for exact matches on characters specified. Use the Last Name field to search for the name of a business entity.)
Debtor TIN	Enter the TIN.
Debt Number	Enter the Debt #, a maximum of 18 characters.

Keep in mind that searching by TIN or debt number will usually produce a more exact match than searching by name. Searching by the last name of Standish, for example, will pull up records for John Standish, Joan Standish, Sam Standish, and any other debtors with that name. The white field next to the Search button at the top of the screen shows which characters were searched for in the selected field (debt number, TIN, or name).

Click on the find button next to the debt number field to begin the search.

When using the search features, it is important to remember that one individual may be associated with more than one delinquent debt. In addition, you may not be able to view other debts owed to different agencies from this screen, depending on the access security arrangements that are in place. Also, it is important that all of the displayed information be carefully reviewed and verified to ensure that the displayed record is actually the debtor record that was requested.

If the search does not find a match in the NID[3], then a blank detail screen will be displayed. You may then either enter different search criteria and repeat the search or cancel the operation. If the search is successful, detailed information will be displayed about the debt.

How to Add or Update a Debt

At the Debtor Detail screen, you may add or update information in a number of fields. These are indicated by a white background. Grayed fields are not accessible.

Follow these instructions to add a new debt record or to make changes to the information shown on the screen.

To Add or Update a Debt

Field	Entry/Action
Debt Number	18 character maximum; must fill.
Last Name	Use upper and lower case; 35 character maximum; must fill. Use this field for the name of a business entity.
First Name	Use upper and lower case; 35 character maximum; must fill.
Middle Initial	1 character maximum.
Name Control	System generated.
TIN	Do not enter dashes; system will supply.
Address 1	30 character maximum; must fill.
Address 2	30 character maximum; optional.
City	25 character maximum; must fill.
State	Select from pull down box.
Zip	9 character maximum; must fill.
Date Open	MM/DD/YY format; must fill.
Date Dlqnt	MM/DD/YY format; must fill.
Debt Type	Select from pull down box.
Orig Amount	Original amount of receivable. 12 decimal maximum before decimal point. Enter point but no commas; must fill. Add only. Update not allowed.
Init Amt Dlqnt	Delinquent amount referred for offset. 12 decimal maximum before decimal point. Enter point but no commas; must fill. Add only. Update not allowed.
Curr Balance	System generated.

Field, cont.	Entry/Action, cont.
Balance Adj	Select decrease or increase. 12 decimal maximum before decimal point. Enter point but no commas; update only.
Judgement	Select from pull down box.
Individual/Business	Select from pull down box.
Debt Status	Select from pull down box.

Be sure to select Save from the File pull-down menu for each record you add/update or before you exit this screen.

The Override portion of the screen will only be made available when you have been given the authority (through court order, negotiated agreement, etc.) to change what the payment agency has authorized to be offset for this type of payment. (Setup for the offset arrangement is done from the Agency Profile screen.)

To Update an Override

Field	Entry/Action
Click on INSERT and TAB between fields.	
Payment Agency	8 character maximum; must fill
Payment Type	Select from pull down box.
Max Offset Amount	12 decimal maximum before decimal point. Enter point but no commas; must fill.
Max Offset Percentage	5 decimal maximum before decimal point. Enter point; must fill.

Reminder: If both the maximum offset amount and the maximum offset percentage are zero, then no offsets will be taken against that type of payment. If you enter only a maximum amount and not a percentage, then that amount will be used as the maximum offset amount per payment. Similarly, if you only enter a percentage, that percentage will be the maximum amount that the payment will be offset. If both an amount and a percentage are entered (with a value

other than zero), then whichever is the lesser will be used as the maximum offset amount for that agency's payment type.

To Delete an Override

Entry/Action
Highlight the override you want to delete.
Click on DELETE.

The Debtor Alias Screen

A single delinquent debtor may be on file under more than one name as a result of marriage, divorce, or any number of other legitimate reasons. For example, John A. Smith may be listed as J. Albert Smith, John Smythe, Jonathan Smith, Jon Smithe, or as other variations. In the case of a business, American Technology, Inc. may be listed as AT Inc., or may be doing business as AmTech. A debtor's address may also be recorded differently. For the purpose of searches, TOP defines a full match as an exact match on the debtor's TIN and the first four characters of the individual's last name or the first four significant characters of the business name as recorded on the debt record *or any associated aliases.*

TOP has a separate screen to display and maintain information on debtor aliases. To view the Debtor Alias screen, click on the Matches button at the Debtor Detail or Debtor Database screen. See Figure 5-4 for a sample.
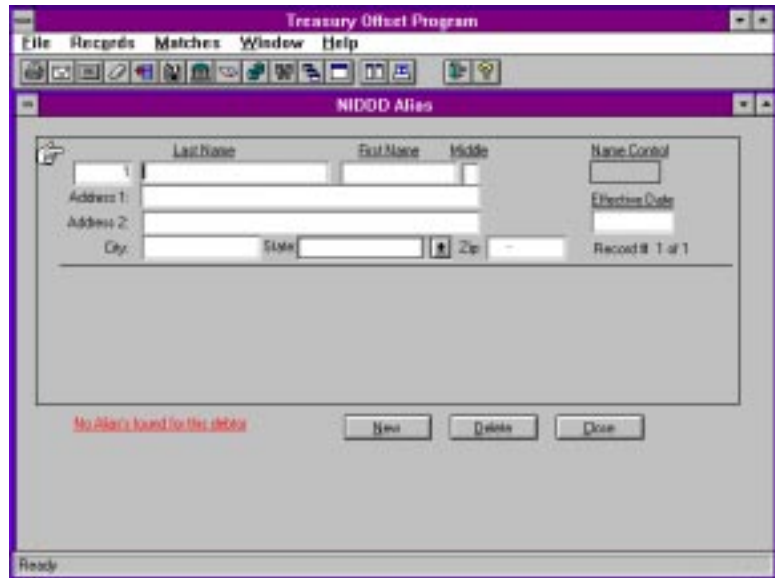
Figure 5-4

The Debtor Alias screen allows you to view the alias information on a debtor, add a new alias, or delete an alias record. It is not unusual for there to be more than one alias for a given debtor, and any other aliases will be displayed sequentially under the first listing. If there are more listings than can be shown on the screen, use the scroll bar and mouse to view the other aliases.

When viewing the aliases, notice that each one has an effective date field associated with that alias. Refer to this date to determine that you are viewing the most current name information. The effective date field contains the date the agency became aware of the alias information.

To Add an Alias

Field	Entry/Action
CLICK on the New button. TAB between fields.	
Last Name	Use upper and lower case; 35 character maximum; must fill. (Use this field to enter the name of a business entity.)
First Name	Use upper and lower case; 35 character maximum; must fill.
Name Control	System calculates.
Address 1	30 character maximum; must fill.
Address 2	30 character maximum; optional.
City	25 character maximum; must fill.
State	Select from pull down box.
Zip	9 character maximum; must fill.
Effective Date	Enter the date the agency learned of the new alias. Use MM/DD/YY format; must fill.

To Delete an Alias

Entry/Action
Highlight the alias you want to delete.
CLICK on the Delete button.

The Batch Control History Screen

The Batch Control History screen shows a list of batch control records for debt batches that were provided by the creditor agency. Access to this screen is defined as follows:

Security Classification	Access Type
Security Administrators	No Access
Creditor Manager	View Access
Creditor Staff	View Access
Creditor View	View Access
Payment Staff	No Access
TOP Administrator	View Access
TOP Staff	View Access

From the Main Menu, click on the Batch Control History button to see this screen shown in Figure 6-1.

Figure 6-1

To View the Batch Control History Screen

Field	Significance
Control Number (first instance)	Use this field to search the records. As you input numbers, the screen will scroll through the list of batches.
Batch Status (first instance)	Use this field to narrow your search as appropriate, clicking on List All, Completed, Incomplete, or Not Processed.
Errors Outstanding	Shows if any errors were encountered in processed batches.
Agency	Code for the agency submitting the batch of records.
Site	Code for the agency site submitting the batch.
Control Number	Identifier for each individual batch.
Format Type	Either TOP or IRS file format.
Medium	Indicates the input medium (Tape, EFT, Disk)
Batch Status	Indicates whether the batch has been run through the debt load process.
Total Debt	Dollar amount of total debt in batch.
Item Count	Total number of items (debts) in batch.
Errors Found	Total number of errors found in batch.
Errors Outstanding	Number of errors remaining after any updates or deletes (processed from Error Suspense detail screen)

Field, cont.	Significance, cont.
Show Detail	Highlight a batch record and click on this button to see the Batch Control Detail record for that batch.
Show Error	Highlight a batch record and click on this button to see the Error Suspense screen. (See Chapter 7 for more information.)

The Batch Control Detail Screen

This screen shows batch control information in greater detail for the listing selected on the Batch Control History screen and provides additional fields of information, such as the processed on, modified by, item count, and the total delinquent debt contained on records within the batch. Access to this screen is defined as follows:

Security Classification	Access Type
Security Administrators	No Access
Creditor Manager	View, Add, Update, and Delete
Creditor Staff	View Access
Creditor View	View, Add, and Update
Payment Staff	No Access
TOP Administrator	View, Add, Update, and Delete
TOP Staff	View Access

Select the Show Detail button on the Batch Control History screen or click on the Batch Control Detail button from the Main Menu to see the Batch Control Detail screen, Figure 6-2.

Figure 6-2

To View or Update the Batch Control Record

Field	Entry/Action
Control Number (first instance)	Use this field to search the records. 8 character maximum; must fill.
Agency	Code for the agency submitting the batch of records.
Site	Code for the agency site submitting the batch.
Control Number	Identifier for each individual batch.
Date Sent	MM/DD/YY format;
Format Type	Either TOP or IRS file format.
Medium	Indicates the input medium (Tape, EFT, Disk)
Total Delinquent Debt	Dollar amount of total debt in batch.

Field, cont.	Entry/Action, cont.
Item Count	Total number of items (debts) in batch.
Processed On	Date the batch was processed.
Errors Found	Total number of errors found in batch.
Errors Outstanding	Number of errors remaining after any updates or deletes (processed from Error Suspense detail screen)
Batch Status	Indicates whether the batch has been run through the debt load process.
Records Processed	Total number of records processed in batch.
Modified By:	System-filled; records the log-in name of the person who last updated the Batch Control Detail.
Modified On:	System filled with date and time of last update.

A batch control detail record must be created for each new batch of debt records. From either the Batch Control History screen or the Batch Control Detail screen, select New from the File pull-down menu.

Only certain fields are available for entering data. The fields on the bottom half of the screen will later show system generated information regarding the batch's debt load activity.

To Add a New Batch Control Record

Field	Entry/Action
Control Number (first instance)	8 character maximum; must fill if file is in TOP format.
Agency	Code for the agency submitting the batch of records.
Site	Code for the agency site submitting the batch.
Control Number	8 character maximum; must fill if file is in TOP format.
Date Sent	Date agency sent batch to FMS; MM/DD/YY format.
Format Type	Either TOP or IRS file format.
Medium	Indicates the input medium (Tape, EFT, Disk)
Total Delinquent Debt	Dollar amount of total debt in batch.
Item Count	Total number of items (debts) in batch.

Reminder: The item count, total delinquent debt, and control number (if TOP format is used) must match the data contained within the debt file that was submitted to FMS. **Otherwise, the file will be rejected as unauthorized updates.**

Be sure to select Save from the File pull-down menu before you exit this screen.
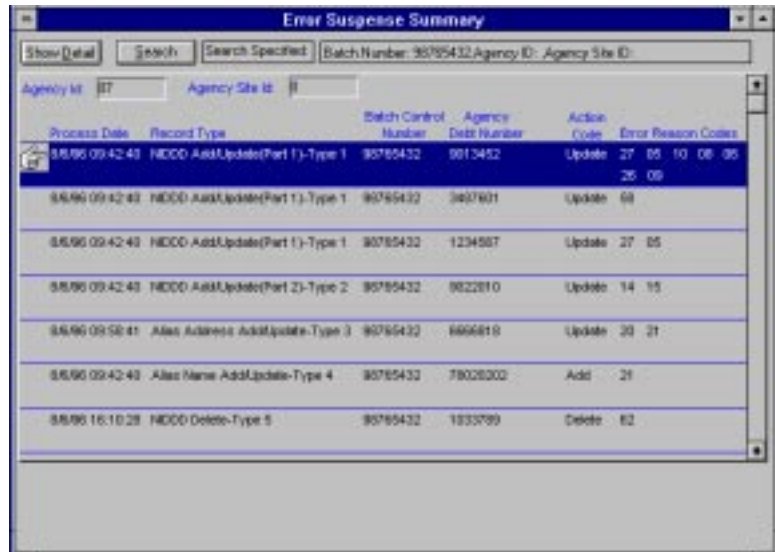
**The Error Suspense
Summary Screen**

TOP's Error Suspense functions allow you to identify and locate quickly any errors that may have occurred during the debt load/update batch process. The Error Suspense Summary screen shows several categories of information about each batch record that has been processed and has outstanding errors.

Access to the fields on this screen is defined as follows:

Security Classification	Access Type
Security Administrators	No Access
Creditor Manager	View
Creditor Staff	View
Creditor Staff	View
Payment Staff	No Access
TOP Administrator	View
TOP Staff	View

To view the screen, shown in Figure 7-1, select Error Suspense from the Main Menu or click on Show Error from the Batch Control History screen.

If you come to the Error Summary screen from the Batch Control History screen, the information displayed will relate to the batch record you had highlighted. If you are starting your inquiry from this screen, you must enter a batch control number in the Batch Number field and click on OK (Figure 7-2).

To View the Error Summary Screen

Field	Significance
Batch Number (first instance)	Use this field to search the records. As you input numbers, the screen will scroll through the list of batches.
Agency ID	Code for the agency submitting the batch of records.
Agency Site ID	Code for the agency site submitting the batch of records.
Process Date	System generated; date and time of processing.
Record Type	Code for the type of information contained in the debtor record.
Batch Control #	Identifier for each individual batch of records.
Agency Debt Number	Identifier for an individual debt.
Action Code	Indicates the action taken regarding the error: Add, Update, or Delete.
Error Reason Codes	A maximum of 10 codes per debtor record are shown. Use the TOP Error Code listing in the Appendix to interpret, or refer to the Error Suspense Detail screen.

The Error Suspense Detail Screens

To see more detail about a given error suspense record, select the row and then click on Show Detail. An Error Suspense Detail screen displays the fields of that record for that batch. Error codes found when the record was processed are described at the bottom of this screen. The original fields from that record are displayed in the middle of the screen. These fields will vary depending on the record type of the original record. On the bottom of the screen are five action buttons which are described later in this chapter.

Access to the fields on these screens are defined as follows:

Security Classification	Access Type
Security Administrators	No Access
Creditor Manager	View, Update, Delete
Creditor Staff	View, Update, Delete
Creditor View	View
Payment Staff	No Access
TOP Administrator	View, Update, Delete
TOP Staff	View

The Error Suspense Detail screen for Record Type 1 - NIDDD Add/Update (Section 1) is shown in Figure 7-3.

Figure 7-3

You may add or update information in a number of fields in record type 1, 2, 3, and 4. These are indicated by a white background. Grayed fields are not accessible.

To Update an Error Suspense Record Type 1

Field	Entry/Action
TAB between fields.	
Action	Use Add, Update, or Delete. Select from pull down box.
Record Type	Select from pull down box.
Debt #	18 character maximum.
Last Name	Use upper and lower case; 35 character maximum.
TIN	Do not enter dashes; system will supply.
First Name	Use upper and lower case; 35 character maximum.
Middle Initial	1 character maximum.
Date Delinquent	MM/DD/YY format.
Amount Delinquent	12 decimal maximum before decimal point. Enter point but no commas.
Judgement	X for Judgement.
Debt Type	Select from pull down box.
Category	Select Individual or Business.
Debt Status	Select Active, Inactive, or Closed.

The Error Suspense Detail screen for Record Type 2 - NIDDD Update (Section 2) is shown in Figure 7-4.

To Update Error Suspense Record Type 2

Field	Entry/Action
Action	Use Add, Update, or Delete. Select from pull down box.
Record Type	Select from pull down box.
Debt #	18 character maximum.
Debtor Address 1	30 character maximum.
Date Open	Use MM/DD/YY format.
Debtor Address 2	30 character maximum.
Original Amount	12 numeric maximum before decimal point. Enter point but no commas.
Debtor City	25 character maximum.
Debtor State	Select from pull down box.
Debtor Zip	9 character maximum.

Shown in Figure 7-5 is the Error Suspense Detail screen for Record Type 3 - NIDDD Alias Address Add/Update.

To Update Record Type 3

Field	Entry/Action
Action	Use Add, Update, or Delete. Select from pull down box.
Record Type	Select from pull down box.
Debt #	18 character maximum.
Alias Address 1	30 character maximum.
Effective Date	Use MM/DD/YY format. Enter the date the agency learned of the new alias address.
Alias Address 2	30 character maximum.
Sequence Number	Code to identify an alias record as unique.
Alias City	25 character maximum.
Alias State	Select from pull down box.
Alias Zip	9 character maximum.

The Error Suspense Detail screen for Record Type 4 -
NIDDD Alias Name Add/Update is shown in Figure 7-6.

To Update Record Type 4

Field	Entry/Action
Action	Use Add, Update, or Delete. Select from pull down box.
Record Type	Select from pull down box.
Debt #	18 character maximum.
Debtor Alias Last Name	Use upper and lower case; 35 character maximum. Use this field to enter the name of a business entity.
Debtor Alias First Name	Use upper and lower case; 35 character maximum.
Effective Date	Use MM/DD/YY format. Enter the date the agency learned of the new alias name.
Debtor Alias Middle Name	1 character maximum.

Figure 7-7

Record Type 5 is used to delete an existing record in NID3.
An error code will occur for this record type when a match
does not occur during the batch process. The Error Suspense
Detail screen for Record Type 5 - NIDDD Delete is shown
above in Figure 7-7.

You have two options in Error Suspense for Record
Type 5; you can either correct the debt number or delete the
entire record.

The Error Suspense Detail screen for Record Type 6-Unknown is shown in Figure 7-8.

Record Type 6 indicates either the record type was not specified, or was not valid (i.e., 1-5). You have two options for Record Type 6; you can either select the correct record type (1-5) or delete the entire record.

Figure 7-8

When all errors have been corrected, click the **Process** button at the bottom of the screen to process the modified record. The system will add, update, or delete the record as long as no errors are detected, and a message will appear informing you that the record updated successfully. Once corrected, the record is removed from the error suspense table.

If there are still errors in the record, a message will appear and no update will be done. The fields that still have errors are highlighted in yellow.

The **Refresh** button is used to set the error suspense record back to its original data.

The **Save** button is used to save the changes that you made, but does not update NID3.

The **Delete** button will delete the error suspense record. A pop-up box will appear to ask you to confirm that you want to remove the record. The batch control record and errors outstanding count associated with the deleted record will be updated.

Remember: Any record which you delete should be corrected and resubmitted with a new batch.

The **Close** button is used to exit the screen. If you have made changes to the error suspense record but have not processed or saved the record, a pop-up box will appear asking whether you wish to save or ignore the changes.

Chapter 8
Reports

The Reports Screen

The TOP Reports screen is used to create reports about TOP's offset activities. The following report types are accessible only by the security groups indicated.

Report	Description	Access
Batch Error Suspense	Lists outstanding errors associated with batch control records; displays error log and expanded error message for each error.	Creditor Manager Creditor Staff Creditor View TOP Admin.
Individual Inquiry by TIN, Creditor Agency View	Lists offset activity for a specified TIN.	Creditor Manager Creditor Staff Creditor View TOP Admin.
Individual Inquiry by TIN, Payment Agency View	Lists offset activity for a specified TIN.	Payment Staff TOP Admin. TOP Staff
Offset Activity Report, Creditor Agency View	Lists offsets received within a specified date range by payment date and debt number.	Creditor Manager Creditor Staff Creditor View TOP Admin.
Offset Activity Report, Payment Agency View	Lists offsets received within a specified date range by payment date and schedule number.	Payment Staff TOP Admin. TOP Staff
OPAC Transaction	Lists detailed offset information for date specified transaction. Contains debt and payee information by creditor ALC.	Creditor Manager Creditor Staff Creditor View TOP Admin.
Debtor Locator, Creditor Agency Only	Lists detailed debtor locator information by creditor ALC.	Creditor Manager Creditor Staff Creditor View TOP Admin.

From the Main Menu, select Reports for the Reports Creation screen shown in Figure 8-1.

Figure 8-1

To Create a Report

Field	Action/Entry
Start Date	MM/DD/YYYY Format; click on arrows for pull-down calendars; use right and left arrows to show other months.
End Date	See above.
Agency	System determines alternatives based on user access.
Site	System determines alternatives based on user access.
Report Types Listed	Highlight the report you want. Notice descriptive comments at bottom of screen. To select report type, click on OK. To deselect report type, click on Cancel.
Special Note: Individual TIN	Pop-up will request debtor TIN. If no match is found, error message will request new TIN.
Special Note: OPAC Report	Report is daily, so **Start and End dates must be identical.**

The system generates a report, such as the one displayed in Figure 8-2.
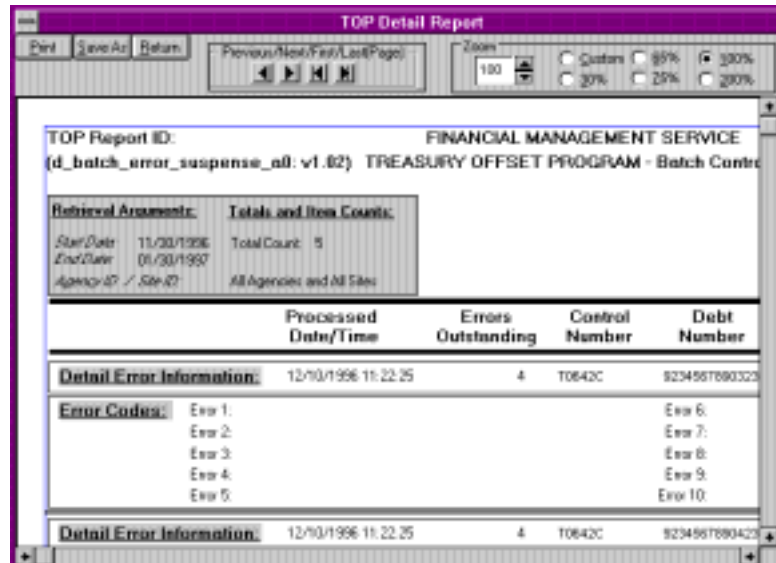
TOP provides several tools to make the reports more useful as well as easier to view.

To View TOP Reports

Screen Controls	Suggested Use
Print	Sends the file to your designated printer. To print, select OK in the print dialog box.
Save As	Saves the report in any of a number of file formats for use outside of TOP; type in a DOS path and file name (for example, c:\top\report.jan)
Return	Returns you to the Create TOP Report window.
Zoom	Allows you to select a pre-determined zoom percentage, or enter a custom size in the data field. Click on the up and down arrow buttons to increase or decrease the zoom amount.

Alias/Debtor Alias

Many debtors (individuals and businesses) in TOP are recorded with more than one name or more than one spelling of a single name. Use the Alias button in TOP to find if a debtor with a single TIN has more than one name on record.

Batch

Any debt data provided by an agency to the TOP National Interactive Delinquent Debtor Database (NID3) in bulk. Batch information can be provided in a variety of ways, including mainframe-to-mainframe transmission, magnetic tape, or diskette.

Batch Control

Functions in TOP that provide information about the debt data that the agencies have provided to TOP.

Creditor Agency

An agency which is owed money and includes its own delinquent debtor records in FMS' TOP system for offset. Creditor agencies receive monies that have been offset on their behalf from payments due to delinquent debtors.

Debtor Locator Information

In TOP, data resulting from the TOP matching process that can assist a creditor agency in locating a person or entity who has an outstanding, delinquent debt; includes the debtor's current address or banking information from payment data furnished by the payment agency.

Debt Match/Debt Match Process

The process of matching the TOP database of delinquent debtors (NID3) against the TINs and names on payments being issued.

Error Suspense

TOP's method for storing errors encountered when loading debt batch records. TOP stores the error information on-line so that it can be quickly identified.

EFT (Electronic File Transfer)

The format used for electronic, mainframe-to-mainframe computer transmissions for debtor and payment information.

Government On-Line Accounting Link System (GOALS)

An automated accounting system maintained by the Department of the Treasury through which Federal agencies may transmit and receive accounting and financial data. GOALS is a telecommunication vehicle used for processing accounting transactions.

Letter of Agreement (LOA)

A letter from FMS to the creditor agency documenting the requirements and responsibilities involved in participating in the Treasury Offset Program. The LOA defines the debtor data requirements.

National Interactive Delinquent Debtor Database (NID³)	A system of records which houses the delinquent debtor files that creditor agencies provide to FMS to recover delinquent debts.
Offset	In TOP, the process of taking funds paid by the Government to a person or entity who has outstanding, delinquent debts owed to the Government and applying the funds to reduce or satisfy the delinquent debt.
On-Line Payment and Collection System (OPAC)	An automated accounting system used to transfer funds between agencies. OPAC, a component of the Government On-Line Accounting Link System (GOALS), establishes a standardized interagency billing and collection procedure via a telecommunication network. In TOP, OPAC is the electronic mechanism FMS uses to: 1) transfer funds offset from a delinquent debtor's payment to the participating creditor agencies and 2) collect service fees from the creditor agencies.
Parent site	The central, or headquarters, site of an agency, as compared to its remote field offices.
Payment Agency	A Federal agency which requests payment issuance by a Regional Finance Center (RFC) of FMS and certifies payment information in either a check or ACH format. In TOP, a payment agency's payment files are used in FMS' TOP debt matching process.
Taxpayer Identification Number (TIN)	A 9-digit unique identifier assigned to all individuals and businesses that file tax returns in the United States. For individuals, the Social Security Number (SSN) serves as the TIN; for businesses, organizations, and non-profit entities the Employer Identification Number (EIN), assigned by IRS, serves as the TIN. The TIN is the primary debtor/payee identification method in TOP and is mandatory for debt matching and payment offset.
Treasury Offset Program (TOP)	A governmentwide debt matching and payment offset program which uses payment data that Treasury/FMS receives for its disbursing process to collect delinquent debt.

CODE #	ERROR MESSAGE	CORRECTIVE ACTION
01	Agency ID cannot be blank.	Enter the agency ID.
02	Agency site cannot be blank.	Enter the agency site code.
03	Debt number cannot be blank.	Enter a valid debt number.
04	Debt Type does not exist on Agency-Debt.	Check the type of debt and enter the type in the field provided.
05	Invalid TIN number or TIN not specified.	TINs are essential for TOP to match a debt to a payment. Enter a valid TIN.
06	Delinquent amount not numeric or amount less than $25 limit.	Debt amounts must be greater than $25 and may not include any alphabetical characters in the amount.
07	Invalid judgement debt value.	Enter a valid amount for the judgement debt value.
08	Invalid date format for delinquent date or not specified.	Delinquent debts must have a date showing when the date became delinquent. Enter the valid delinquent date in the space provided.
09	Invalid Business/Individual indicator.	Change the individual/business indicator on this record.
10	Debtor last name cannot be blank.	Enter the debtor's last name.
11	Debtor address line 1 cannot be blank.	Enter the debtor's street mailing address.
12	Debtor city cannot be blank.	Enter the debtor's city mailing address.
13	Debtor state cannot be blank or numeric.	Enter the two-letter abbreviation for the state where the debtor is located.
14	Debtor zip cannot be blank.	Enter the debtor's zip code.
15	Invalid date format for date debt originally open.	Enter the date (mm/dd/yy) that the debt was originally opened.
16	Invalid sequence number, must be '00' when adding first alias record.	Enter a valid sequence number.
17	Alias debtor address line 1 cannot be blank.	Enter the street address for this alias record.

CODE #	ERROR MESSAGE	CORRECTIVE ACTION
18	Alias debtor city cannot be blank.	Enter the city for the alias record.
19	Alias debtor state cannot be blank or numeric.	Enter the two-letter abbreviation for the debtor's state of residence.
20	Alias debtor zip cannot be blank.	Enter a valid zip code for this alias record.
21	Invalid date format for effective date or not specified.	Enter the date (mm/dd/yy) that the debt was originally opened.
22	Alias last name cannot be blank.	Enter the debtor alias last name.
23	Invalid action code.	Enter a valid action code.
24	Invalid record type for add action.	Enter a valid record type.
25	Invalid record type for update action.	Enter a valid record type.
26	Cannot reset debt type.	This is a mandatory field and cannot be reset.
27	Cannot reset TIN.	This is a mandatory field and cannot be reset.
28	Cannot reset delinquent date.	This is a mandatory field and cannot be reset.
29	Cannot reset business/individual indicator.	This is a mandatory field and cannot be reset.
30	Cannot reset last name.	This is a mandatory field and cannot be reset.
31	Cannot reset debtor address line 1.	This is a mandatory field and cannot be reset.
32	Cannot reset debtor city.	This is a mandatory field and cannot be reset.
33	Cannot reset debtor state.	This is a mandatory field and cannot be reset.
34	Invalid value for debt closed indicator.	Enter a valid indicator to show that the debt is closed.
35	Invalid sequence number, must be numeric greater than 0 for action update.	Enter a valid sequence number.
36	Cannot reset alias debtor address line 1.	This is a mandatory field and cannot be reset.
37	Cannot reset alias debtor city.	This is a mandatory field and cannot be reset.
38	Cannot reset alias debtor state.	This is a mandatory field and cannot be reset.
39	Cannot reset effective date.	This is a mandatory field and cannot be reset.
40	Cannot reset alias last name.	This is a mandatory field and cannot be reset.
41	Cannot reset name control for IRS.	This is a mandatory field and cannot be reset.

CODE #	ERROR MESSAGE	CORRECTIVE ACTION
42	Original amount not numeric.	Enter the amount as a numeric value (without letters).
43	Invalid record type for delete action.	This type of record cannot be deleted.
44	Delinquent date cannot be greater than processing date.	Re-enter the dates so that the delinquent date is later than the processing date.
45	Agency ID of input record does not match batch control.	Verify the agency ID information and enter the correct data.
46	Site ID of input record does not match batch control.	Verify the agency site ID information and enter the correct data.
47	Invalid record type for adjust action.	Enter the correct record type.
48	For adjust action, amount and local cannot be blank.	Enter the amount and local.
50	Duplicate NID[3] record found in database for action add.	A record already exists for this alias. Use the existing record to enter data.
51	Date error when inserting NID[3] record.	Re-enter the correct date and format.
52	Database referential integrity error when inserting debt.	Re-enter the correct data.
53	NID[3] record not found for adding debtor address information.	Enter this information as a new debtor record.
54	Date error when inserting debtor address information.	Re-enter the data using the correct format.
55	Duplicate NID[3] alias found in database for action add.	A record already exists for this alias. Use the existing record to enter data.
56	Date error when inserting NID[3] alias information.	Re-enter the correct data information in the correct format (mm/dd/yy).
57	Database referential integrity error when inserting NID[3] Alias.	Re-enter the alias information.
58	NID[3] record not found in database for update.	This record does not currently exist. Create a new record to enter data.
59	Date error when updating NID[3] record.	Re-enter the correct date information in the correct format (mm/dd/yy).
60	NID[3] alias record not found in database.	This record does not exist. Create a new record to enter data.

CODE #	ERROR MESSAGE	CORRECTIVE ACTION
61	Date error when updating NID^3 alias record.	Re-enter the correct data information in the correct format (mm/dd/yy).
62	NID^3 record not found in database for delete.	A record for this account does not exist in the database.
63	Cannot delete NID^3, offset or non-offset payment exists.	This record cannot be deleted.
64	Database referential integrity error when deleting NID^3 record.	This record cannot be deleted.
65	AGENCY_DATE tbl error with debt record.	
66	Type 1 updates to NIDDD amounts not supported by TOP.	
67	Cannot decrease a debt with existing current balance of zero.	